


IMPORTANT NOTICES TO OUR CUSTOMERS



BROADBAND

Your Local Cable Company's
Policies & Practices

Notice to Customers Regarding Policies,
Complaint Procedures & Services

CABLE NEWS BROADCAST INC. - M.D. - 10000 8100093

NOTICE TO CUSTOMERS

REGARDING POLICIES, COMPLAINT PROCEDURES AND SERVICES

When the Federal Communications Commission (FCC) issued its technical and customer service standards, a complaint procedure which requires all cable television operators to establish a process for resolving questions or complaints customers may have about billing for the services provided, the quality of the television signal delivered or other services we provide, and to notify customers of those procedures.

We are dedicated to providing quality cable television service to our customers and in notifying that each problem is resolved to the customer's satisfaction. These customer service procedures, in addition to many other rules, are subject to various regulatory provisions provided to you at the time of installation and annually thereafter once you have become a customer.

This notice summarizes some of the procedures that you need to know to help us answer questions and resolve complaints you may have about billing for the services you receive, the quality of the television signal or other services we provide.

For those of our customers receiving service through commercial accounts, bulk rate arrangements with multiple dwelling owners, or similar arrangements, some of the policies, procedures and services herein may not apply. Please refer to the terms and conditions of documents reflecting such separate arrangements. Where such documents are inconsistent with the policies, procedures and information relating to service set forth herein, the terms and conditions of such separate arrangements shall apply.

AT&T BROADBAND'S POLICIES AND PRACTICES

The following policies and practices, set forth below, are used when providing you cable television and other service. We may change them in the future and will notify you if that occurs. We will continue to review our policies and practices as part of our commitment to continually review and improve the quality of service we provide. We will send you a written, electronic or other appropriate notice informing you of any changes and the effective date. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive service after the effective date of the change, we will consider this your acceptance of the change.

*We provide services to you on a contract basis. Charges for service start when service is provided. The charges for one month's service, as well as any additional or exceptional charges, are payable when service is provided. If you have any questions, please contact your local AT&T Broadband cable office identified on your bill or call the representative nearest to whom requesting a change in service. A change of any charge is also provided to you annually in writing, as set forth below.

*The bill you receive will show the total amount due and the payment due date. You agree to pay us monthly by the payment due date for that service and for any charges due to, including any administrative fees (e.g., late or returned fees), charges not accounted for in the plan or our compensation, any exceptional fees, and other separate and additional fees. Please refer to Paragraph 1 below for additional information.

*If you change the service you receive, we may charge you a change of service fee, such as a separate or temporary charge. The amount of such fee may vary by office location. If you have any questions, please contact your local AT&T Broadband cable office identified on your bill or call the representative nearest to whom requesting a change in service. A change of any charge is also provided to you annually in writing, as set forth below.

*You agree to pay down, flexible fees, and other charges, if any, which are due or may be due to us as a result of the services you receive from us.

*Service is subject to the law, your service may be discontinued if you do not pay your bill by the due date, and we may require you to pay all bills due before we resume service. If you do not pay your bill by the due date, we may require you to pay all bills due before we resume service. If you do not pay your bill by the due date, we may require you to pay all bills due before we resume service. If you do not pay your bill by the due date, we may require you to pay all bills due before we resume service.

*To the extent required by law, after notice to you of a meeting of our service or your service, you may request a change in service. You may request a change in service, and a maximum of one month's service, before we resume service. If you do not pay your bill by the due date, we may require you to pay all bills due before we resume service. If you do not pay your bill by the due date, we may require you to pay all bills due before we resume service.

*If there are any billing errors or other problems with your service, you may bring these to our attention within a month of the time you receive the bill for which you are making payment.

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*If you are unable to pay a problem related to your service at the local level, you may wish to call the AT&T Broadband Corporate Office with concerns and complaints.

*Payments received from you will be deemed to be voluntary paid.

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11. CHANGES TO POLICIES AND PRACTICES

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12. PROCEDURE FOR RESOLVING CUSTOMER COMPLAINTS ABOUT SIGNAL QUALITY

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